

TOP MANDATORY REQUIREMENTS:

- ALL travelers 18 years and older must complete and submit an online travel registration form to receive Travel Authorization
- ALL travelers 5 years and over must take a COVID PCR test 5 days or less before arrival in Saint Lucia and submit the negative results to the travel registration form for review and approval. Note – Your test must be based on a nasopharyngeal swab, saliva samples are not accepted.
- Must adhere to all safety protocols in place throughout Saint Lucia, including wearing a mask in public.
- Shall be subject to mandatory screening and temperature checks at the port of entry and throughout your stay.

Important: we are only accepting fully vaccinated guests at the resort/villas. We will need to receive a copy of your vaccine cards for all travelers in your party.

ON ARRIVAL:

- All arriving passengers must adhere to all protocols relevant to airport
- All arriving passengers will be screened, this will include temperature checks
- Arriving passengers who are fully vaccinated will receive a wristband for identification
- All symptomatic passengers will be immediately isolated and tested. If test result is positive for COVID-19 the passenger will be transferred to the Respiratory Hospital for treatment and care at their cost

Housekeeping

For your safety, your villa will be disinfected prior to your arrival. Housekeeping service is not available during your stay to limit guest/staff contact. If you need fresh towels or linens our Guest Services staff will be able to assist.

Swimming pool

The pool at the Vacation Club is to be used by only one party at the time staying together in one unit. Pool use can be reserved through the nearby Guests Services Representatives for a maximum of 60 minutes at the time. Pool chairs will be disinfected between reservations. Lounge chair arrangements on the pool deck must be placed to maintain 6 feet minimum physical distancing; unless it is between a single party staying in the same unit. As we do not have a high rate of occupancy, it is easy to reserve the pool.

Provisioning Delivery

On arrival, it is recommended to stock the villa with few essentials in case of curfews or delayed flights. There is no grocery store or delivery service in Marigot Bay. You should plan to have drinks, snacks, and a few meals. This can be ordered through the Yan's Service.

Check-in Process

- All guests must wear a mask when they're within 6' of staff.
- For the Vacation Club & Villa St Lucia: On arrival at the dock on the north side of the bay, the Guests will be instructed to take the lift and meet the Guests Services Representative or the Security at the relevant station for a temperature check and then to be escorted to the house/room whilst ensuring 6 feet distance. The Porter will provide the keys, and then bring up the bags to be placed outside the front door to the room in which the guests will be alerted is outside the room by a knock on the door.
- Guests are asked to follow COVID-19 related protocols- e.g. Washing/sanitizing of hands frequently.
- Guests are required to provide a copy of their COVID-19 health certificate and Covid-19 vaccine certificate on arrival.

Summary of sanitary measures

24 hour spacing between stays; in order to reduce the level of contagious activity of virus for our housekeeping staff and our next stay guests.

Extended disinfection protocol; our list of items to clean and disinfect has been expanded; we follow the recommendations of the Environment Health Department of the Ministry of Health for specific measures related to room maintenance. Cleaning products and protocols: Our hotels use cleaning products and protocols that have been approved for combating viruses, bacteria, and other pathogens.

Hand sanitizer dispensers have been installed on property.

Public spaces and common areas: The frequency of cleaning and sanitizing has been increased in all common areas, with extra attention given to high-contact surfaces.

Our protocols are continuously updated as new information becomes available and in accordance with government directives.

Responsibility of guests

Your collaboration is precious and essential to ensure the safety of all.

We have put sanitary measures in place in order to make your stay pleasant and safe for everyone. We ask for your collaboration in order to respect the following guidelines so that we can succeed together in avoiding the spread of the virus.

Respect the instructions for use; continue to practice the instructions of the health authorities in particular: wash your hands as often as possible, avoid touching your face, cough or sneeze into your elbow, immediately throw away used tissues and maintain a distance 2 meters with the people you meet during your stay.

After your stay; let us know without delay if you contract COVID-19 or help us facilitate the follow-up of guests by responding promptly to your post-stay follow-up.

Wear a proper face mask when venturing out of your room at all times.

Daily temperature checks are required for all guests.

Agreement

Please reply to this email and confirm that you and all the guests traveling with you agree and will respect the safety protocols measures we have put in place as mentioned above.